



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

March 11, 2008

Harold I. Epps, President
Tri-States Utility, Inc.
2508 Highway 165
Branson, Missouri 65616

Dear Mr. Epps:

This letter is in response to Tri-States Utility, Inc.'s rate increase filings in Case No. QW-2008-0010. The Engineering and Management Services Department has a policy of conducting a customer service review of small water and sewer companies that apply for rate increases. I will be contacting you within the next week to set up a time to conduct an interview and review the customer service practices at Tri-States Utility, Inc. The purpose of this interview will be to analyze the management control processes, procedures and practices used by the Company to ensure customer service needs are being met and make appropriate recommendations for improvement.

Listed below are items that will be needed before the interview in order for this process to be effective.

- Current Organizational Chart
- Number of customers, on a monthly basis, for 2006 and 2007
- Sample customer application for service
- Number of new applications for service, on a monthly basis, for 2006 and 2007
- Log of security deposits, on a monthly basis, for 2006 and 2007
- Sample of meter reading documents used to record meter readings
- Report on number of estimated bills, on a monthly basis, for 2006 and 2007
- Description of Company process for preparing bills including the name of any associated software
- Sample bill
- Billing cycle description including time frames for each step from meter reading through bill calculation and bill rendition
- Listing of customer payment options

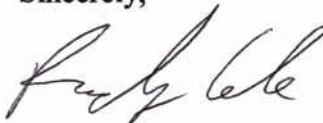
Harold I. Epps
Page Two
March 11, 2008

- Number of bills paid per each option and associated revenue, on a monthly basis and/or annual basis, for 2006 and 2007
- A copy of the Company's complaint/inquiry log for 2006 and 2007 providing date and reasons for customer contacts
- Delinquent notice sample
- Sample collection letter
- Number and total dollar amount of accounts that have been delinquent for 31-60 days, 61-90 days and exceeding 90 days
- Record of documented theft of service for 2006 and 2007
- Log of insufficient funds checks (name, check, dollar amount, when/if finally collected) for 2006 and 2007
- Copies of letters, bill inserts, or other communication provided to all customers in 2006 and 2007
- Report of customers disconnected for non-payment in 2006 and 2007
- Documentation of any public meeting held in 2006 and 2007

Please let us know if any of the requested items are not readily available. We will notify you if additional items are necessary. Please include the name, phone number and e-mail address of the individual(s) who can answer any questions that may arise with regard to the information you submit.

If you have questions, or need additional information, please contact Randy Cole at (573) 751-4812 (email: Randy.Cole@psc.mo.gov) or Gary Bangert at (573) 751-7438 (email: Gary.Bangert@psc.mo.gov). Thank you for your attention to our requests.

Sincerely,



Randy Cole
Utility Management Analyst

RC/dlv